

“Telecommunications Relay Services & Speech to Speech Relay Services For Individuals with Hearing & Speech Related Disabilities”

CG Docket No. 03-123

WC Docket No. 05-196

September 20, 2009

In reference to the above named docket numbers and title, I would express a deep concern when receiving several 10 digit numbers in conjunction with several videophone devices; Sorensen VP 200, SNAP! VRS OJO VP, Purple MVP and P3 Netbook, and ZVRS (formerly CSDVRS) Z150 VP.

As you can see multiple videophone devices along with multiple 10-digit numbers, I believe this similar case happens to everyone like I to experience with this confusion and uncertainty. Some scenarios do not make common sense such as follows:

- Hearing families and friends who use their own videophone devices cannot be able to receive their own 10-digit numbers to make calls. So we are forced to act as “fake” deaf callers in their places in order to receive 10-digit numbers.
- Several VP callers kept ringing through Sorensen VP 200 all times and especially night times until morning times. There is no feature to block these bad real numbers, including wrong real numbers. Ridiculous of Sorensen VRS customer service, they had advised me to report these cases to police just because of their lacking of blockage feature.
- In case of too many 10-digit numbers, each VP device must require each 10 digit number. What if past November 12 deadline, we may acquire a new VP product or we may overlook other VP products like instant messenger using text VRS that doesn’t come with 10 digit number registration? Will we lose an opportunity to use new VP products in case there will be much better VP interoperability as offered by new emerging VRS provider?
- Where is one centralized place that we need the most to put multiple 10 digit numbers and VP devices together into one primary 10 digit number?
- As we are given with two 10-digit numbers, one local number and another one toll free number, I feel offended because of toll free number for “hearing” people as I feel there is dissociation between the society and deaf community.
- If we must choose a default provider by November 12 deadline, we understand that we once choose the default provider we would utilize their services for any calls based on “non-emergency” services. What if we do not choose Sorensen as our default provider they had declared at several meetings that they would not provide additional features such as repair, replacement, camera format and 911 services? Will we lose the right to use Sorensen VP 200? On the other hand, what about 911 services? Their threat sounds like serious matter as if they are spreading an imitation of fear.
- In relating to E-911, what is the requirement for the time of response to an emergency call? I had one previous experience by using VRS for emergency but unfortunately, it took me over an

hour as though it was uncompleted call. VRS agent was not qualified for answering medical emergency questions as though I believe the agent should be certified as EMT. Should it be directed to an appropriate agent with E-911 qualification?

- Why not the VRS providers display the timing of answer speed on the screen? Often we had to wait for the agent to answer a first call and sometimes it takes from more than one minute to 10 minutes. Same with their customer services, they did not respond after most five minutes as common to the most providers. I think there is a lapse of their performance on customer services.
- There are some occurrences during VP conversions to be disconnected due to timeout sessions through the high-speed Internet bandwidth. Should the providers call back to complete the calls or should we have to call back and repeat our conversations from the beginning?

As I listed the above situations, I believe there is no such “**functional equivalency**” as though there are some gaps that need more clarification.

Thank you for your attention to this letter.

Sincerely yours,

|s|

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